

FIRST FRIDAY FACTS

YOUR EMPLOYEE NEWSLETTER

NOVEMBER 2020



“ WE’RE EVOLVING AS AN ORGANIZATION, BUT ONE THING HAS AND WILL ALWAYS REMAIN CONSISTENT - YOUR HEALTH IS OUR FIRST PRIORITY ”

Tri-State Team



Once more I'm pleased to report that we had a positive operating margin for September: \$52,239 vs. a budgeted operating margin of (\$118,601). Year-to-date—through September—the operating margin is (\$73,815) vs. a budgeted YTD operating margin of (\$219,419). We are still moving in the right direction operationally which can be directly attributed to the hard work of our incredible employees! We continue to monitor key operational metrics, as well as quality and customer service benchmarks: everything is trending well. There's always room to improve, but given the challenges we are dealing with I can't help but be impressed. Despite the spike in COVID-19 and the impact on staffing, everyone has stepped up in a big way. And speaking of quality . . . the successful DNV survey conducted last month is a further testament to how well our patients are cared for. Great job, everyone!

The employee survey results are compiled and finalized. The results are good overall, and we received good feedback. I appreciate everyone taking time to complete the survey. We do take them seriously and will share the results with you. I'm looking at how best to accomplish that; historically, results have been shared via open forum meetings, but COVID-19 necessitates that I find another way. More to come on that.

The Presidential election is over (sort of...as I am writing we're still waiting on the winner to be announced), along with other state and local candidates and key initiatives or issues. I hope you made time to vote as it's a privilege we have in this country. Regardless of whether your candidate wins or loses, we need to focus on the important work needed and move on. I hope that once races are finally decided, that we, as a country, state, and community will focus on working together to solve the many issues that require collaboration—not division. We can move forward and work for the good of all.

Be safe and stay healthy!

- Don Wee, CEO

> Kid's Nutrition Program

The Tri-State Wellness Department was awarded a grant from Banner Bank to implement a Kid's Nutrition Program for our local school district! The four-person dietitian team will provide nutrition, health, and food prep knowledge to build a solid foundation for the children's futures. The class will encourage families to watch videos together at home. Some of the videos will include competitions and tutorials, on showing families how to prepare recipes together! If you are interested in following the videos on your own, visit our Tri-State Memorial Hospital's YouTube channel where all of their videos will be uploaded.

> Community Flu Shot Clinic 2020

Tri-State Family Practice & Internal Medicine had their annual community flu shot clinic in October. Within two days, they gave a total of 551 flu vaccines! The community flu shot clinic is an excellent way for Tri-State Memorial Hospital to impact patients that may or may not receive any other services on our campus. It is another way that we are putting the health of our community as our first priority. Thank you to all of the staff who helped make this clinic possible!

A message from the Tri-State Board Chair and Vice Chair: *Tri-State Memorial Hospital CEO Search Status*

The executive recruitment process for Tri-State Memorial Hospital's new CEO is moving to the final stages. After the extensive networking and marketing campaign was completed, reaching hundreds of healthcare executives, there were 64 potential candidates evaluated based on the guidelines of the profile developed with input from key stakeholders.

Mark Madden, Executive Vice President Managing Principal at Cejka Executive Search, and his team identified 14 of the top qualified candidates for initial interviews. In this group, 11 were selected for second and third interviews. These interviews led to the identification of six finalists that Madden formally presented to the Succession Committee on October 27th. The Succession Committee's evaluation focused on successful rural, critical access hospital leadership experience and skills related to vision, strategy, growth, innovation, financial performance, and culture/community "fit."

After evaluation and discussion, the committee selected the five top candidates for initial onsite interviews that will take place with the committee within the next two weeks. After the completion of the first-round interviews the Committee will select the top two or three candidates to return for second interviews that will include the full Board of Directors and additional key stakeholders. The second-round interviews will take place sometime by the middle of December.

Cejka Executive Search and the Tri-State Memorial Hospital's Succession Committee will continue to provide updates during the final steps of the search process, which is expected to continue for another six to eight weeks. The goal is for the new CEO to start by early Spring.

Sincerely,

Steve Claassen, *Board Chair*
Mike Martin, *Vice Chair*

> Pressure Injury Prevention Awareness

November 19, 2020, is World Wide Pressure Injury Prevention Day! The National Pressure Injury Advisory Panel (NPIAP) promotes and makes each year's prevention day more visible. Pressure injuries, also known as bedsores, decubitus ulcers, or pressure ulcers, are a major burden to patients, caregivers, and the healthcare system. We encourage all employees to know the facts and be proactive in preventing these avoidable injuries.

4 Tips To Assist In The Prevention of Pressure Injuries

- *Is your patient at risk?*
- *Implement preventative strategies*
- *Document, document, document*
- *Refer to international pressure injury guidelines*

If you have any questions about National Pressure Injury Prevention Day, please reach out to Tamara Youmans at tyoumans@tsmh.org.

> 2020 Updates: American Heart Association

The document hyperlinked below highlights and summarizes the key issues and changes in the 2020 American Heart Association (AHA) Guidelines for Cardiopulmonary Resuscitation (CPR) and Emergency Cardiovascular Care (ECC). The 2020 Guidelines are a comprehensive revision of the AHA's guidelines for adult, pediatric, neonatal, resuscitation education science, and systems of care topics. These changes affect Tri-State staff members who have BLS, PALS, and/or ALS certifications. The RQI Simulation Station will automatically add to the curriculum, as RQI is partners with AHA. The new updated "ALS Cards" for the departments with crash carts will replace the old cards as soon as they arrive. Please take the time to review and reach out to Jessica Matoske, Clinical Nurse Educator, at jmatoske@tsmh.org if you have any questions or concerns.

https://cpr.heart.org/-/media/cpr-files/cpr-guidelines_files/highlights/hghlghts_2020_ecc_guidelines_english.pdf

> Tri-State Memorial Hospital Website URL

The Tri-State Marketing Department and Information Technology Department pulled their resources together to create a brand new website for our facility! In the past, many employees used www.TSMH.org to access the website at work. Moving forward, please utilize the following URL when accessing the website on-campus: www.TriStateHospital.org.

When off-campus, www.TSMH.org will redirect to the correct website. Due to DNS configuration issues, the redirect will not happen when connected to the Tri-State Memorial Hospital network. Any community member accessing the website from their personal computer will see the most up-to-date website information. If you have any additional questions, please contact Rebecca Mann, Director of Marketing & Communications, at rmann@tsmh.org or ext. 4721.

Department Spotlight

PHARMACY

The Tri-State Memorial Hospital Pharmacy Department consists of six staff members and one director. This seven-person team has a combined 67+ years of experience working at Tri-State Memorial Hospital! The pharmacists and technicians play an integral role in taking care of each patient at Tri-State Memorial Hospital. The pharmacy team has countless encounters with physicians and clinical staff. They make morning clinical rounds Monday-Friday and perform medication reconciliation at pre-op for inpatient surgeries. The technicians are responsible for ordering medication for the hospital, clinics, and any patients receiving specialty infusions. They receive and check-in medication orders and stock all requests for the organization. The pharmacy also compounds all IVs for inpatients and outpatients, including the specialty clinics, such as Rheumatology. The hospital, pharmacy, and clinics are all checked by the pharmacy team for outdated medications. Two pharmacy staff members hold MAD-ID (Make a Difference in Infectious Diseases) endorsements for their antimicrobial stewardship.



PICTURED LEFT TO RIGHT, BACK ROW— Jake Adams, Pharmacist; Nicole Ferrigno, Pharmacist; Renee Adcock, Pharmacy Tech & Buyer; Dave Storey, Pharmacist & Pharmacy Director

PICTURED LEFT TO RIGHT, FRONT ROW— Natasha Miller, Pharmacy Tech; Edie Button, Pharmacy Tech; Debra Estrada, Pharmacy Tech

DID YOU KNOW?

Tri-State Pharmacists verify upwards of **35,000+ orders per year**

There is a pharmacist on call **24-7**

In 2020, the pharmacy is on track to dispense **220,000 doses of medication**

Pharmacy techs average **12,500 steps per day**

MOST WIRED AWARD

Congratulations to the Tri-State IT Department for being recognized by the College of Healthcare Information Management Executives (CHIME)! Tri-State Memorial Hospital & Medical Campus earned the 2020 CHIME Digital Health Most Wired recognition as a certified level eight. The CHIME Digital Health Most Wired program conducts an annual survey to assess how effectively healthcare organizations apply core and advanced technologies into their clinical and business programs to improve health and care in their communities.

“We are very honored and proud to have received the 2020 Most Wired Award,” said Avi Popovich, Chief Information Officer at Tri-State Memorial Hospital and Medical Campus. “Tri-State’s continued focus on technology advancement allows us to ensure the highest quality of care for our patients, and this is reflected in the receiving of this award.”



BACK ROW, LEFT TO RIGHT- Ben Koehler, Benjamin Williams-Van, Suzanne Mock, Tomas Venere, Terrin Thykeson

FRONT ROW, LEFT TO RIGHT- Brandon Noxell, Andrew Browning, Avi Popovich, Jeremy Dahlin

NOT PICTURED: Begoña Andres Martinez

TRI-STATE HOSPITAL FOUNDATION

W.H.A.T. CLUB UPDATE

Thank you to each employee that has decided to invest in Tri-State Memorial Hospital and its mission to provide the best healthcare in the Lewis-Clark Valley! In total, employees have pledged \$36,959.00 with 37% of our employees joining W.H.A.T. Club! Several employees have also taken advantage of the PTO donation option available this year. It is never too late to join; YOU make the difference to the care we provide our patients.

The winner of the drawing on November 3, for the Coeur d'Alene Resort Stay and Cruise is Erin Clovis. Congratulations, Erin!

The W.H.A.T. Club Committee will be meeting to discuss future projects and how best to impact the hospital in 2021! If you would like to participate in this committee, please contact Katrina Sharp at the Foundation via ext. 3890. If you cannot participate in the committee but would like to give input and suggestions, feel free to share them with your department's W.H.A.T. Club representative or email the Foundation at foundation@tsmh.org. Thank you again for partnering with your fellow employees by your donations to the W.H.A.T. Club!

Together We Help Achieve Tomorrow!



Festival of TREES

Our 36th Annual Festival of Trees celebration will look and feel different this year. It will be the first time we have held the Festival of Trees virtually!

FESTIVAL OF TREES SCHEDULE OF EVENTS:

COMMUNITY TREE VIEWING

10 Christmas Trees are on display at the Red Lion Hotel until Saturday, November 28, and are open to the public for viewing. If you have questions regarding viewing hours, please reach out to the Red Lion Hotel at 208.799.1000.

ONLINE SILENT AUCTION

(Mini-Trees, Wreaths, Auction Items, Raffle)

Don't miss out on the opportunity to do some Christmas shopping. Take home one of the festively decorated mini-trees, wreaths, or silent auction items. Register at event.gives/tristate.

- › Wednesday, November 18 at 8:00 am – Sunday November 22 at 8:00 pm

ONLINE GALA AUCTION

Anyone can attend and bid on our wonderful items and beautiful trees. Register at event.gives/tristate.

- › Saturday, November 21 at 5:30 PM

There is also a **Raffle Tree** this year! To purchase your \$10.00 raffle ticket, text "tristate" to 843.606.5995 or go to event.gives/tristate.

Memorial Tree of Lights is an opportunity for the community to remember loved ones and honor someone special around the holidays. For a gift of \$15, the Tri-State Hospital Foundation will remember your loved one with an engraved ornament on the Memorial Tree. Visit TriStateHospital.org/MemorialTreeofLights to purchase an ornament.

Merchant Memorial Group will be holding a Holiday Memorial Service at Mountain View Funeral Home on Tuesday, December 1, at 7:00 PM. We will also list all those remembered on the Memorial Tree of Lights at TriStateFestivalofTrees.org.

If you would like to support our Tri-State Memorial Hospital Nutrition Services Department or a local restaurant, order a special dinner for the night of the Live Online Gala Auction. Pre-order your dinner by Wednesday, November 18, from these locations: Tri-State Memorial Hospital with Chef Mat Morgan, Jollymore's: A Dining Experience with Chef Aaron Jollymore, Red Lion Hotel at meriwethersbisro.com, or Happy Day Restaurants at happydayeats.com. Just let them know the meal is for Festival of Trees for pick up and go before the Live Online Auction on November 21, 2020.

To learn more about Festival of Trees please visit TriStateFestivalofTrees.org.

HOLIDAY SALE

- > BOTOX® for \$10/unit
- > \$100 off on all Juvederm® syringes
- > BOGO Rejuvenation Laser for \$150
- > 25% off all in stock SkinMedica®

Available: November 23rd - December 4th



For pricing or additional information
call 208.743.8416, ext. 4232

 TriStateClearwaterMedicalAesthetics
 @TriStateClearwaterAesthetics

Congratulations CHRONIC CARE MANAGEMENT PROGRAM

Tri-State Memorial Hospital's Chronic Care Management (CCM) program was recently featured as a Success Story in the Caravan Health Magazine! Population Health Nurse, Nicole Louchart, RN, with the support of Donald Wee, CEO, Joleen Carper, CCO, and John Rudolph, DO, developed a creative approach that has successfully impacted Tri-State patients. Patients who are enrolled in CCM are engaged with their providers, organizational programs, and community resources to better target challenging areas of their care. Dr. Rudolph describes the value that Nicole brings to the CCM program, "Nicole has quickly become the face of CCM, the leader that helped push us into higher volumes while maintaining quality. She brings with her a self-motivated, self-starter mind frame and is able to come up with and implement new programs and policies. She has created a spark in the program that constantly pushes us all to do more for the patients." We are proud of the hard work that Nicole Louchart, RN, has put into making the Chronic Care Management program a success at Tri-State Memorial Hospital.

Together
we give.



December 1, 2020

SAVE THE DATE! December 1, 2020, is #GivingTuesday!

GivingTuesday is a global movement unleashing the power of people and organizations to transform their communities and the world! Tri-State Hospital Foundation encourages the Lewis-Clark Valley community to support their healthcare heroes by donating their time, skills, voice, or dollars to continue Tri-State Memorial Hospital's mission "Your Health is Our First Priority!" Learn more about our \$5,000 goal at TriStateHospital.org/givingtuesday.